

ROLE PROFILE

Role Title:	Homeless Prevention Officer
Department:	Lettings & Allocations
Role Purpose:	To actively support the prevention of homelessness by providing a comprehensive housing options and advise service. In addition to this fulfilling the statutory obligations in respect of homelessness and access to housing and work with partner organisations.
Reporting to:	Senior Homeless Prevention Officer
Responsible for:	None
Disclosure level:	Standard DBS
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>To investigate, assess, assist and advise customers on their housing options, to retain their existing accommodation or secure alternative housing and specifically to prevent homelessness.</p> <p>To investigate cases of homelessness in accordance with statutory obligations and assess applicants cases for housing when all other housing options or solutions are exhausted, ensuring that deadlines set by legislation, or targeted by the local authority, are met.</p> <p>Maintain accurate and detailed records of all contact and actions undertaken with appropriate parties.</p> <p>Arrange and support systems to provide home visits, appointments and duty based contact to people in need of advice in respect of homelessness and applications for housing.</p> <p>Contribute to the effective running of the CBL process through bid round management, nominations and applications checks.</p> <p>Regularly liaise with other RSL's, private landlords and other agencies and develop links to support the housing options service. Attend meetings and participate in relevant forums.</p>
----------------------------------	--

	<p>Assist and support customers to retain existing accommodation.</p> <p>Develop preventative and innovative solutions, including mediation, Rent Advance and Damage Deposit schemes and appeals.</p> <p>Assist customers in completing application forms for housing, benefits and any other service required to support their needs.</p> <p>Achieve and maintain good practice standards for the delivery of Housing Options Service and ensure continuous improvement. Maintain a detailed knowledge and understanding of relevant legislation to ensure accurate and up to date information and advice is given.</p> <p>Participate in the call out arrangements for out of hours emergency contact.</p> <p>Support the arrangements for providing and monitoring temporary accommodation.</p> <p>Provide performance information and collate statistical data as required.</p> <p>Prepare information and feedback for customers in a variety of formats.</p> <p>Attend court on homelessness matters where required.</p> <p>Effectively market the housing options service to new and existing customers and to be open to new opportunities. Proactively promote the service and contribute to education programmes.</p> <p>Deal with complaints sensitively, robustly and in accordance with Midland Heart's policy and use feedback to contribute to continuous improvement.</p> <p>Be an active team member, attending meetings as requested, supporting colleagues and seeking to improve the service in all areas.</p> <p>Work within Housing Options Service budgets and ensure they are administered efficiently, effectively and sensitively, in accordance with policies and procedures.</p>
--	--

	<p>Ensure consistent delivery of high levels of service to Midlands Heart and East Northamptonshire customers.</p> <p>Ensure the views of users are represented throughout the service effectively and appropriately.</p> <p>The post holder will be expected to promote and comply with the Group's Equality and Diversity, Health and Safety, Data Protection and other relevant policies.</p>
--	--

Education, Qualifications and Training	GCSE English, Math's, ICT and at least 2 other subjects at level 'C' or equivalent or ability to demonstrate suitable work experience necessary for delivering the role.
Knowledge and Experience	<p>Knowledge of Homeless Provisions and the Housing Act 1996</p> <p>Monitoring and statistical collation experience</p> <p>A demonstrable track record of effective communication with a range of internal and external customers both individually and collectively.</p> <p>Ability to understand team objectives and work to personal targets.</p> <p>Good written and oral communication skills</p> <p>An ability to engage hard to reach groups to achieve specific aims.</p> <p>Understands the barriers customers might face in accessing housing.</p> <p>Ability to deal with complex situations logically, with clear thinking and perseverance whilst under pressure.</p> <p>Aware of the help and support that is available to customers to access different housing options. An understanding of the range of housing options that are available to customers, housing law and different tenures, including Social housing and the Private sector.</p>
Role Specific Skills & Behaviours	<p>Effective record keeping and time management skills coupled with knowledge and competence of IT skills</p> <p>Strong verbal and written communication skills</p> <p>Able to meet deadlines.</p> <p>Willing to implement change to working practices</p>

	<p>Assumes delegated tasks and accepts responsibility appropriately.</p> <p>Promotes joint working across the organisation.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Able to represent the service in a positive and professional manner.</p> <p>Persuades and able to achieve the co-operation of others.</p> <p>Champions the concept of treating customers fairly, through personal demonstration of honesty , openness and transparency, and having respect for other dignity</p> <p>Able to work to Midlands Hearts values.</p>
--	--